

BUILDING AND HOUSING ONLINE ACCESS GUIDE



City of Cleveland
Frank G. Jackson, Mayor
Department of Building and Housing

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A) Introduction and Purpose

Welcome to the Building and Housing Online Access Guide. This guide will walk you through some of the most frequently used features the department of Building and Housing offers on the City of Cleveland's Citizen Access Site.

If you are reading this document you most likely already found the homepage to the City of Cleveland's Citizen Access Site. If not, you can find it at <https://ca.permitcleveland.org/Public/>. The Citizen Access Site is a tool that allows you to review a variety of city records as well as submit a variety of online applications to the City and its departments.

For instance: You can apply for certificates of disclosure, register or renew your rental registration, and renew your elevator registration. The Department of Building and Housing offers a plethora of services through the Citizen Access Site and this guide is not comprehensive. Instead, it aims to walk you through some of the most-requested features in order to familiarize you with how to use Citizen Access. This is a living document and new walkthroughs will be added as they become available.

For technical difficulties with the Building and Housing features in Citizen Access please contact Michael D. Banks via email at: mbanks2@city.cleveland.oh.us.

B) Create your Account

A City of Cleveland Citizen Access Site Account is free and allows you to take full advantage of the varied features offered by the site.

Only some features on the Citizen Access Site require that you register for an account. Examples of features that require you to register include rental and contractor registrations, among others. Paying for an elevator registration renewal, on the other hand, does not.

We strongly encourage you to sign up for an account even if it is not required. An account allows you to keep better track of your online interactions with the Department of Building and Housing. Please note that your account is not accessible to City employees and cannot be used by us to retrieve or review your online interactions with us.

Upon registration you will be asked to provide an email address. The address associated to your account will serve the dual purpose of login and primary means of communication with you when not logged into Citizen's Access. The site may occasionally send you updates about pending applications or registrations. This usually happens when input from you is required. The City of Cleveland will never deliberately send you spam messages or use the address associated with your account for anything other than communicating with you about your business with the City. Finally, please note that the Citizen's Access Site does not enforce email verification. It is your responsibility to verify that your email address is accurate and current.

1. Begin by clicking on the New Users: Register for an Account link.

City Links (opens in new window)

Home Building & Housing

Welcome to the City of Cleveland Citizen Access Site

This site allows users to search for development activities including permits; inspections; code enforcement; and more.

We are fulfilling our promise to deliver powerful e-government services and provide valuable information about the community while making your interactions with us more efficient, convenient, and interactive.

We welcome your feedback as the functionality of this site continues to develop.

This site is best viewed in Internet Explorer v7 (IE7).

Search Notes & Help
At least 1 search criteria must be entered.

The application does not perform system wide searches. Searches are department

Login

User Name or E-mail:

Password:

☐ Remember me on this computer

[I've forgotten my password](#)

[New Users: Register for an Account](#)

2. Review the terms and indicate your acceptance by checking the "I have read and accepted the above terms" box. Then click "Continue Registration".

Account Registration

You will be asked to provide the following information to open an account:

- Choose a user name and password
- Personal and Contact Information
- License Numbers if you are registering as a licensed professional (optional)

Please review and accept the terms below to proceed.



General Disclaimer

While the City of Cleveland attempts to keep its Web information accurate and timely, the City of Cleveland neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the City of Cleveland as a result of updates and corrections.


☐ I have read and accepted the above terms.

Account Registration Step 2: Enter Account Information


Login Information


*User Name:  

*E-mail Address:

*Password: 

*Type Password Again:

*Select a Security Question: 

*Answer: 

Contact Information

*First: Middle: *Last:

Name of Business:

Country:

*Address Line 1:


*City:

*State:

*Zip:

Home Phone: Work Phone: Mobile Phone:

Fax: *Preferred Method of Contact:

Continue Registration » 

3. Provide your account details. Items marked with an orange asterisk (*) are required. Click on the blue question marks (?) for additional tips on a particular field.

When you are done filling in your account information click the “Continue Registration” button at the bottom of the page.

4. This concludes the account creation. It is recommended that you check the email address for the confirmation email stating that your account has been created. If the email was directed to the spam-folder, please add Auto_Sender@mail.permitcleveland.org to your safe senders list. This will ensure that you receive future communications from the Citizen’s Access system.

5. Click the “Login” link at the top right of the page to proceed.

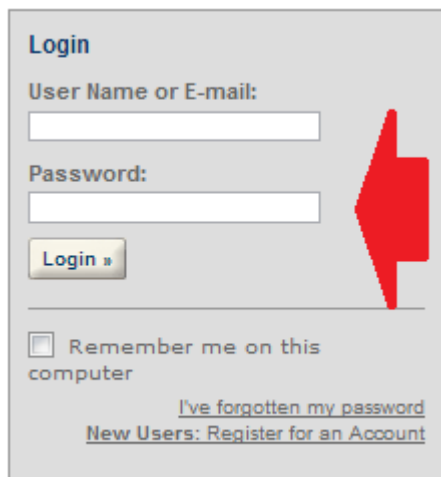
C) Paying your Elevator Certification Fee

You are not required to register for an account in order to pay for your Elevator Certification Fee, however we strongly encourage you to do so. An account allows you to track your payments, print duplicate receipts in the future, as well as add multiple elevator registrations to a collection (i.e. to bookmark them), among other things.

Once you submit your payment, an automated notification will inform our staff that payment has been received and they will send your certificate via United States Postal Service to the address associated to your elevator registration. Please note that Citizen Access distinguishes between the address associated with your account, the billing address, and the registration address.

You may change your billing and account addresses from within Citizen Access but you must contact the Department via phone (216 664 2855) or email (ctaylor2@city.cleveland.oh.us) to update your registration address.

1. (Optional) If you haven't already, begin by logging into your account.



Login

User Name or E-mail:

Password:

☐ Remember me on this computer

[I've forgotten my password](#)
[New Users: Register for an Account](#)



[Home](#) [Building & Housing](#)

Welcome
You are now logged in.

What would you like to do today?
To begin your search, select one of the de

Building & Housing

[Search Building Permits](#)

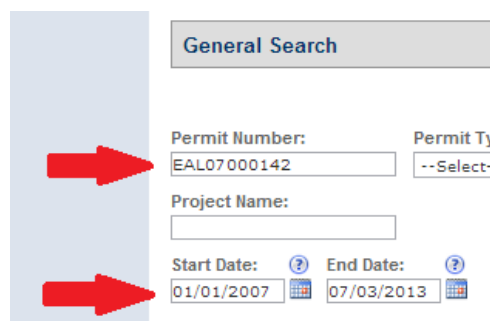
[Create an Application](#)

2. Click on the "Search Building Permits" link to locate your elevator record.

3. On the search page, provide your EAL number in the "Permit Number" field and adjust the "Start Date" and "End Date" fields to incorporate the period during which your elevator equipment was installed.

Your EAL number is the same as your invoice number less the -YY extension. It consists of the letters EAL followed by 8 numbers (e.g. EAL07000142).

If you do not know your "Start Date" set it to January 1 of the year your equipment was permitted.



General Search

Permit Number: Permit Ty:

Project Name:

Start Date: End Date:

4. Hit the "Search" button to retrieve your equipment's record. Your search results will appear on the same page underneath the search button.



5. Click the “Pay Fees Due” link next to your equipment’s summary. You may need to scroll to the right to see this link, depending on your browser and screen resolution.

of 1 | [Add to collection](#)

Record Number	Record Type	Description	Project Name	Expiration Date	Status	Action
7 EAL07000142	BuildingHousing/Code Enforcement/Elevator, Escalator, Lifts/Cert of					Pay Fees Due

6. You will be presented with a summary of your fees due and total due amount. Click the “Continue Application” button to process your payment.

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[Search Building Permits](#) | [Create an Application](#)

Fees

Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees.

Application Fees

Fees	Qty.	Amount
ELEV PAYMENT	1044	\$1,044.00

TOTAL FEES

Note: This does not include additional inspection fees which may be assessed later.

\$1,044.00

[Continue Application »](#)

7. Input your payment details and click “Submit Payment” to process your payment.

Credit Card Information:

*Card Type:
--Select--

*Card Number:

*Security Code: [?](#)

*Name on Card:

*Exp. Date:
01 2013

Credit Card Holder Information:

☐ Billing Information:

*Street Address:

*City:

*State:
--Select--

*Zip:

*Phone:

E-mail:

[Submit Payment »](#)

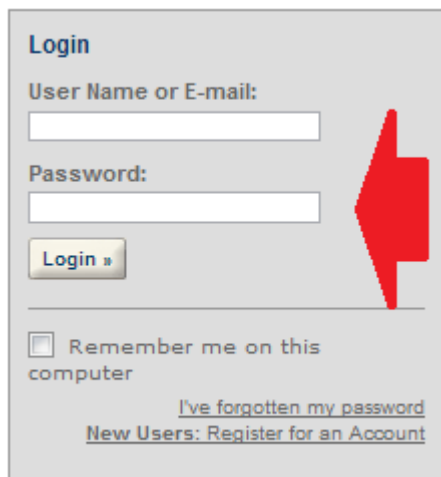
D) Paying your Refrigeration Fee

You are not required to register for an account in order to pay for your Refrigeration Fee, however we strongly encourage you to do so. An account allows you to track your payments, print duplicate receipts in the future, as well as add multiple refrigeration registrations to a collection (i.e. to bookmark them), among other things.

Once you submit your payment, an automated notification will inform our staff that payment has been received and they will send your certificate via United States Postal Service to the address associated to your elevator registration. Please note that Citizen Access distinguishes between the address associated with your account, the billing address, and the registration address.

You may change your billing and account addresses from within Citizen Access but you must contact the Department via phone (216 664 2855) or email (ctaylor2@city.cleveland.oh.us) to update your registration address.

1. (Optional) If you haven't already, begin by logging into your account.



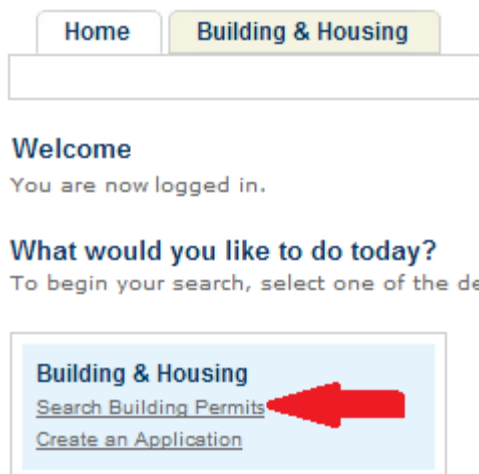
Login

User Name or E-mail:

Password:

☐ Remember me on this computer

[I've forgotten my password](#)
[New Users: Register for an Account](#)



[Home](#) [Building & Housing](#)

Welcome
You are now logged in.

What would you like to do today?
To begin your search, select one of the de

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[Search Building Permits](#)

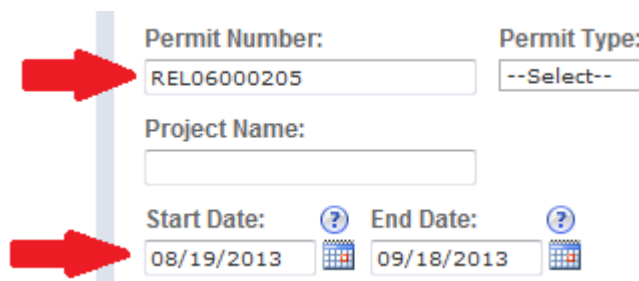
[Create an Application](#)

2. Click on the "Search Building Permits" link to locate your elevator record.

3. On the search page, provide your REL number in the "Permit Number" field and adjust the "Start Date" and "End Date" fields to incorporate the period during which your elevator equipment was installed.

Your REL number is the same as your invoice number less the -YY extension. It consists of the letters REL followed by 8 numbers (e.g. REL06000205).

If you do not know your "Start Date" set it to January 1 of the year your equipment was permitted.



Permit Number: **Permit Type:**

Project Name:

Start Date: **End Date:**



4. Hit the "Search" button to retrieve your equipment's record. Your search results will appear on the same page underneath the search button.

5. Click the “Pay Fees Due” link next to your equipment’s summary. You may need to scroll to the right to see this link, depending on your browser and screen resolution.

1 of 1 | [Add to collection](#)

Record Number	Record Type	Description	Project Name	Expiration Date	Status	Action
106 REL06000205	BuildingHousing/Code	Enforcement/Refrigeration/Cert of Qual and Oper Location			Expired	Pay Fees Due

6. You will be presented with a summary of your fees due and total due amount. Click the “Continue Application” button to process your payment.

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[Search Building Permits](#) | [Create an Application](#)

Fees

Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees.

[Continue Application »](#)

Application Fees

Fees	Qty.	Amount
\$30 for each unit	6	\$180.00
\$30 for each operator	1	\$30.00

TOTAL FEES

Note: This does not include additional inspection fees which may be assessed later.

\$210.00

7. Input your payment details and click “Submit Payment” to process your payment.

Credit Card Information:

*Card Type:
--Select--

*Card Number:

*Security Code:

*Name on Card:

*Exp. Date:

Credit Card Holder Information:

☐ Billing Information:

*Street Address:

*City:

*State:
--Select--

*Zip:

*Phone:

E-mail:

[Submit Payment »](#)